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Transmitted herewith for filing is the patent application of:

Mary Ann Russell  
(TYPED OR PRINTED NAME OF PERSON MAILING PAPER OR FEE)  
Mary Ann Russell  
(SIGNATURE OF PERSON MAILING PAPER OR FEE)

Inventors: **JUDKINS ET AL.**

For: **INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS**

**Enclosed are:**

- ☒ Patent Application: 85 pages, 18 claims.
- ☒ 48 sheets of drawings.
- ☒ Citation Under 37 CFR 1.97 and PTO-1449.



Declaration and Filing Fee **NOT ENCLOSED.**

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**PLEASE ADDRESS ALL CORRESPONDENCE TO ATTORNEY OF RECORD**

Date: February 25, 2000

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